



O'Naturals
Alcoholic Beverage
Policies and Procedures
Acton, MA

No individual is to be served alcoholic beverages or allowed to consume alcoholic beverages if that person is a minor, as defined by state law. Our policy is to request identification of any individual who appears to be less than 30 years old.

The manager on duty is ultimately responsible for ensuring that adequate precautions are taken to avoid the sale of alcoholic beverages to minors. It is also the manager on duty's responsibility to ensure that no one is served alcohol beyond their reasonable legal limit.

The following procedures will be put in place to help the manager perform the above duties:

Training: Every member of O'Naturals management team, in Acton, will be required to attend an approved seminar or training course that teaches alcohol awareness and service standards. They will be required to attend this course before they are allowed to operate a shift by themselves.

O'Naturals preferred training class will be the bar code class that is supported by the National and Massachusetts Restaurant Associations.

Security: O'Naturals alcohol that is not displayed for sale will be secured under lock and key upon delivery. Only trained members of the management staff will be allowed access to keys for this secure area.

Inventory will be taken at the beginning and end of each day. The change in inventory between open and close will be compared to the menu item sales reports to make sure that any alcohol that is no longer on premise has been charged through the register system. Any discrepancies will be thoroughly investigated.

O'Naturals is equipped with a 24 hour a day monitored ADT Security System that has both door contacts and motion sensors. We also have an advanced point of sale system that allows us to view every keystroke or action taken on any one of our 3 point of sales terminals. We also have the ability to remotely monitor from our executive office.

Our Point-of-Sale system will be programmed to require a manager's security card to be used before any alcohol sale can be completed. This will make it very difficult for any alcohol sale to be completed without the patron interacting with a bar code trained member of our management staff.

Any manager not controlling access to their security card, or any employee found using a manager's card without the manager present, will be subject to disciplinary action up to and including termination.